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VRIJE UNIVERSITEIT

Service Development and New Service Performance

A conceptual essay and a project-level study into the relationship between
HRM practices and the performance of new services

ACADEMISCH PROEFSCHRIFT

ter verkrijging van de graad Doctor aan
de Vrije Universiteit Amsterdam,
op gezag van de rector magnificus
prof.dr. L.M. Bouter,
in het openbaar te verdedigen
ten overstaan van de promotiecommissie
van de faculteit der Economische Wetenschappen en Bedrijfskunde
op vrijdag 16 mei 2008 om 10.45 uur
in de aula van de universiteit,
De Boelelaan 1105

door

Meindert Jan Flikkema

geboren te Groningen

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